

MISSOURI STATE REHABILITATION COUNCIL

ANNUAL REPORT

GATEWAY ARCH: ST. LOUIS



2010



Governor's Mansion: Jefferson City



University of Missouri Columns: Columbia



Mark Twain Boyhood Home: Hannibal

All photographs courtesy of John Wegman (except where noted).

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MISSION STATEMENT

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

Our Mission

To ensure that persons with disabilities have opportunities to be as productive as possible by advising Missouri Vocational Rehabilitation that services provided to persons with disabilities are:

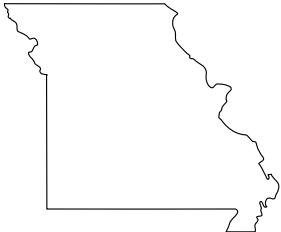
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with Missouri Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities.
- identifying strategies to address the needs of people who are not being served or who are being underserved.
- obtaining and interpreting consumer input.
- identifying corrective action consistent with that input.
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.

To support Missouri Vocational Rehabilitation in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

Greg Wingert
Lohman
Chairperson

Mary Stodden
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Vice Chairperson

Penny Adams
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Karen Allan
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James Ankrom
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Dennis Atkins
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Manfred Leonhard
Columbia

Nia Ray
Jefferson City

Terry Smith
Mexico

Aimee Wehmeier
Columbia

C. Jeanne Loyd
Assistant Commissioner
Ex Officio Member
Jefferson City

December 31, 2010

The Honorable Jay Nixon
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Nixon:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the Council's annual report for fiscal year 2010. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each Council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to Missouri Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have advised Missouri Vocational Rehabilitation on innovative programming to reach the underserved populations in the state as well as exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the Council, as well as with Missouri Vocational Rehabilitation staff, all of whom are dedicated to providing our citizens with the opportunity to make choices in obtaining meaningful employment. Employment is a key to independence.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Wingert".

Greg Wingert
Chairperson

STATE REHABILITATION COUNCIL MEMBERS



Greg Wingert
Lohman
Chairperson



C. Jeanne Loyd
Jefferson City
Ex Officio Member
MVR Assistant Commissioner



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Terry Smith
Mexico



Aimee Wehmeier
Columbia

COUNCIL'S PURPOSE

The State Rehabilitation Council (SRC) was first authorized in 1998 by the Rehabilitation Act of 1973 as amended (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The Council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, Council members represent the Statewide Independent Living Council; the Parent Training and Information Center; the Client Assistance Program; the Missouri Vocational Rehabilitation (VR) program; the Office of Special Education, which is the state agency responsible for the Individuals with Disabilities Education Act; the State Workforce Investment Board; community rehabilitation program service providers; disability advocacy groups; current or former applicants/recipients of vocational rehabilitation services; and business, industry and labor.

The Council is responsible for reviewing, analyzing and advising VR regarding its performance on such issues as eligibility; the extent, scope and effectiveness of services; and any other functions affecting people with disabilities. Full Council meetings are held quarterly on the first Thursday of February, May, August and November at the VR Central Office in Jefferson City. Subcommittees meet as needed throughout the year via conference calls.

DURING FY10, the Council was actively involved with VR in the activities below.

Provided recommendations to VR on policy revisions
Coordinated and participated in presentations and activities with other councils and agencies including the Missouri Commission for the Deaf and Hard of Hearing, the Client Assistance Program, the State Independent Living Council, the Department of Mental Health, the Parent Training and Information Program, the Technical Assistance and Continuing Education Program, the Hearing Loss Association, the Governor's Council on Disability, the Division of Workforce Development, and the Office of Special Education
Attended and participated in VR public hearings to provide input on the state plan
Evaluated and provided recommendations on the effectiveness of vocational rehabilitation services and consumer satisfaction feedback
Analyzed and provided recommendations to VR regarding the state plan's comprehensive statewide needs assessment, goals, priorities, standards and performance indicators and the comprehensive system of personnel development
Assisted VR staff in preparing the Council's 2010 annual report for the governor and the commissioner of the Rehabilitation Services Administration on the status of vocational rehabilitation services in Missouri
Provided comments to VR regarding issues pertaining to waiting lists (Order of Selection)
Provided input on VR's new employment services model

MISSOURI VOCATIONAL REHABILITATION STANDARDS

Missouri Department of Elementary
and Secondary Education

Missouri Vocational Rehabilitation

Putting People First

Putting people first means ensuring that Missouri Vocational Rehabilitation provides the highest quality of employment-oriented services to Missourians with disabilities. All of our policies, procedures and practices will reflect our commitment to providing consumers with the highest quality of services available. This commitment will always reflect and support Missouri Vocational Rehabilitation's mission.

Standards of Service

We will:

- ★ Treat you with courtesy and respect.
- ★ Respond to you in a timely and professional manner.
- ★ Ensure informed choice and encourage your involvement in the rehabilitation process.
- ★ Assure you are assisted by staff who are caring and competent.
- ★ Make information and services easily accessible.
- ★ Welcome your suggestions and comments and promptly respond to your complaints.
- ★ Serve as an advocate for you.
- ★ Inform you of your rights as a consumer.
- ★ Create a caring workplace that fosters teamwork and personal and professional growth.

Operating Principles

We will:

- ★ Act with a sense of urgency.
- ★ Provide quality customer service.
- ★ Maximize our resources.
- ★ Put people first.
- ★ Continuously evaluate our practices/processes.



Missouri Department of Elementary and Secondary Education

— *Missouri public schools: the best choice. . .the best results!* —

December 31, 2010

The Honorable Jay Nixon
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Nixon:

The annual report presented to you from the Missouri State Rehabilitation Council for fiscal year 2010 provides information on the Missouri Vocational Rehabilitation employment program for individuals with disabilities.

Missouri Vocational Rehabilitation has operated under an Order of Selection since October 2003 due to the number of applicants requesting services, rising service costs and limited federal funding. The Rehabilitation Act requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

Using stimulus funds, Missouri Vocational Rehabilitation reduced the waiting list for services during FY10. It helped 4,363 individuals reach successful employment outcomes, which is an increase from last year. The program also met all required Federal Standards and Performance Indicators and had a success rate of 62 percent for the individuals who received services and exited the program.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 6,500 students per year in 344 school districts. In FY10, we assisted over 800 students in reaching their employment goals.

Missouri Vocational Rehabilitation grant dollars expended for purchased client services from community vendors are effective and help the local economies. In addition, the total annual increase in earnings from referral to closure for competitively employed clients is over \$49 million. The program's customer satisfaction survey results are consistently among the top in the nation.

In closing, I, along with the Council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Jeanne Loyd".

C. Jeanne Loyd
Assistant Commissioner
Office of Adult Learning and Rehabilitation Services

HIGHLIGHTS

of the Vocational Rehabilitation Program

Important items to note from FY10 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,363** consumers with disabilities achieved successful employment outcomes.
- ▶ **29,791** eligible consumers worked with VR counselors.
- ▶ **99%** of successfully employed consumers had significant disabilities.
- ▶ **695** consumers were successfully employed through supported employment services.
- ▶ **804** eligible students who received transition services reached successful employment outcomes.
- ▶ **344** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$49,764,000** is the total annual increase in income from referral to closure for 4,125 competitively employed consumers.
- ▶ **VR met or exceeded** all Federal Standards and Performance Indicators (see page 30).

AGENCY OVERVIEW

Prepared on behalf of the SRC, this annual report highlights various programs and services of VR during federal fiscal year 2010 (Oct. 1, 2009, to Sept. 30, 2010).

On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, VR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to VR and the number of consumers served.

During FY10, VR counselors worked with more than 29,000 eligible people in various categories, with an average daily census greater than 21,000. In FY10, 4,363 consumers had successful outcomes out of a total of 7,033 individuals leaving VR services. Figures 1-2 (below) illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 shows that 62 percent of consumers who received services with VR were successfully employed. This figure is a percentage of all eligible consumers leaving VR who received services.

State Funding

VR receives state funds from General Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding. After receiving \$11.375 million in stimulus funds, VR was able to provide additional services for individuals with disabilities and reduce the waiting list. Using a portion of the funds, VR purchased a new Web-based case management system to replace a process that had become obsolete. Staff worked with the system's company to develop, customize, fine-tune and train throughout FY10. The projected launch date is spring 2011.

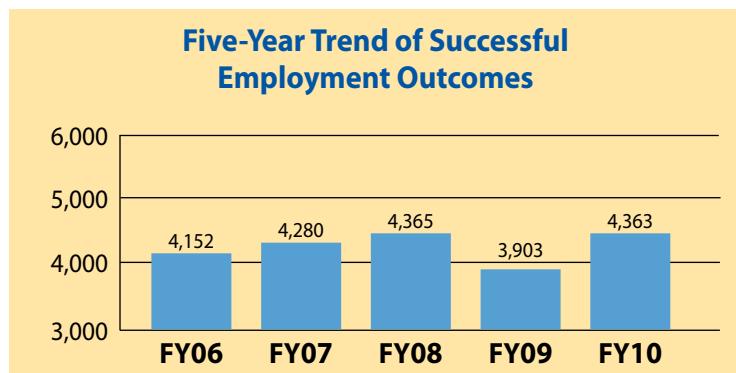


Figure 1

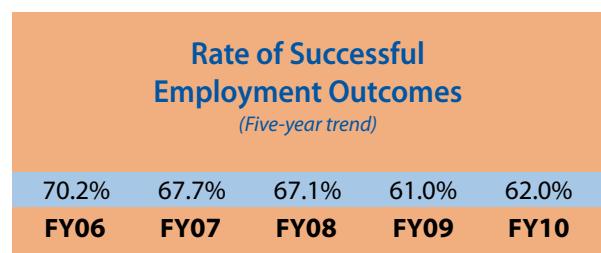
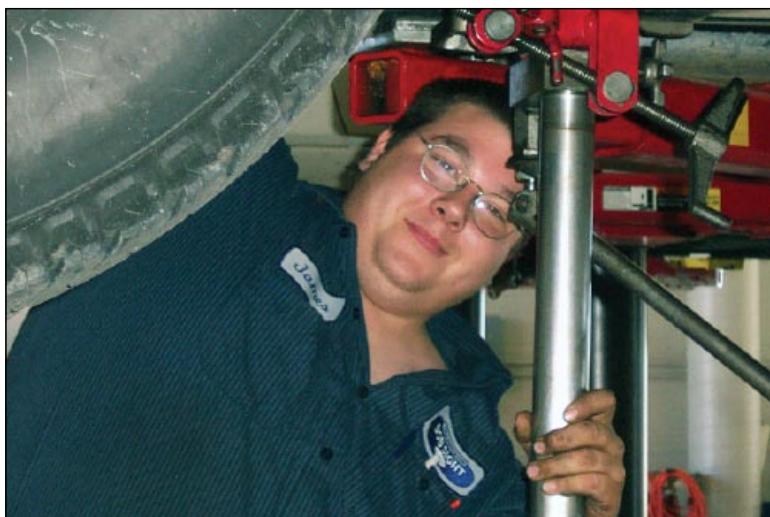


Figure 2



James Thomas Jr., who worked with VR Transition Services while he was a high school student, has reached his vocational goals and is currently working full time at an automobile dealership.



During the February SRC meeting, DeeAnn Fuller, assistant district supervisor; Neil Harms, district supervisor; and Lynette Dziadosz, counselor (standing left to right), presented on a new group intake process piloted by the Jefferson City VR district office.

Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to assist SSA recipients in becoming gainfully employed. As of Sept. 30, 2010, VR had received \$1,792,067 in SSA reimbursements.

Consumer Satisfaction

Consumer satisfaction with staff and services is a VR priority. The SRC is responsible for reviewing and analyzing consumer satisfaction. On behalf of the SRC, VR administers a consumer satisfaction survey (pages 24-27). The feedback is shared with management, supervisors and counselors. This information is used as a tool to improve services, evaluate staff performance and determine training needs.

Postage-paid survey cards are mailed to a random sample of cases after an approved plan for employment is written to obtain consumer feedback at the time of service delivery. Cards also are mailed to a random sample of closed cases (cases closed either before or after receiving services) to gather information after consumers exit the program. To avoid influencing consumers' responses, the surveys are mailed from one central location by an individual other than a counselor or support staff.

AGENCY OVERVIEW » from 12

In FY10, 98 percent of consumers surveyed at the time of service delivery felt that they were treated with respect, and 96 percent reported that VR was supportive and acted in their best interests. VR also gathers information after consumers have received services and left the program. During FY10, 97 percent felt they were treated with respect, and 96 percent reported that they were involved in making choices in their employment plans.

Comprehensive Statewide Needs Assessment

VR and the SRC jointly conduct a comprehensive statewide assessment of the rehabilitation needs of Missourians with disabilities annually over a three-year period. The conclusions and recommendations of the assessments are incorporated into VR's goals and priorities for the purpose of improving services for individuals with disabilities.

VR uses many methods to collect information for the assessments including consumer satisfaction surveys, public hearings, VR Strategic Teams, SRC input, VR case data and national census statistics.

Two areas that the assessment specifically focuses on are the needs of individuals with disabilities who are minorities and individuals who have been traditionally unserved or underserved by vocational rehabilitation programs. The needs assessment completed in 2010 identified the minority populations of Hispanics and African-Americans, along with individuals with Autism Spectrum Disorders (ASD) and individuals with Traumatic Brain Injury (TBI), as underserved.

VR implements several strategies to address these areas of need. For strategy information, see pages 18-20.

Vocational Rehabilitation Teams

VR continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for strategic plan issues. The following teams meet on an ad hoc basis: Community Rehabilitation Providers/Vocational Rehabilitation, Transition, Cultural Diversity and Assistive Technology. As a result, many recommendations, which can be found throughout this report, have been implemented to improve services for people with disabilities.

INTERAGENCY COOPERATION

Division of Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act (WIA) of 1998 are carried out by workforce development centers across the state. The Missouri Training and Employment Council is the state board that oversees workforce development.

The workforce development system is a partnership of mandated federal, state and local agencies providing services in "one-stop shops" known as Missouri Career Centers. Located in 14 regions throughout the state, Missouri Career Centers offer job-training and skills-development programs to all citizens who want assistance with gaining employment. VR is a key partner and works closely with the Missouri Career Centers to provide program accessibility, physical access to services and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to their staff on accommodations in the workplace. VR's assistant director of Workforce Development collaborates with partner agencies to ensure that all federal regulations pertaining to Title IV of WIA are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards.



Teresa Coleman, VR counselor II (standing), and Lori Pace, director of Employment Solutions in Springfield (seated to the right), spoke at the November SRC meeting about a pilot project facilitated by VR, Employment Solutions and the Department of Mental Health's Division of Developmental Disabilities. The pilot promotes competitive, integrated employment using a person-centered career planning process.

Department of Mental Health

VR and the Missouri Department of Mental Health's Division of Developmental Disabilities (DMH-DDD) are collaborating with a supported employment service provider on a pilot project that promotes competitive, integrated employment for individuals with disabilities traditionally served in day activity programs. The project uses a person-centered career planning process as the driving strategy for employment services. The pilot project provides the opportunity to interweave employment activities and maximize resources.

Person-centered career planning is a career development strategy that helps individuals with disabilities decide what they want to do with their lives through self-exploration. Support teams assist the individuals with developing and carrying out a plan to reach their employment goals. Teams involve staff from VR, DMH-DDD and community service providers.

The VR Springfield South district office is working with Employment Solutions, a service provider in Springfield, along with support from DMH-DDD to facilitate the pilot project.

Centers for Independent Living

Centers for Independent Living (CILs) are community-based nonresidential programs designed to promote independent living for people with disabilities. In Missouri, there are 22 CILs that offer independent living services. The CILs are funded through VR grants and are managed by local boards made up of individuals with disabilities who have been successful in establishing their own independent lifestyles.

VR works with the Statewide Independent Living Council (SILC) and the CILs to provide direct services to individuals with disabilities. The 2008-2010 State Plan for Independent Living, developed by VR and the SILC, details the tasks necessary to accomplish the delivery of independent living services that will help individuals with disabilities to achieve their goals.

To improve the provision of services, VR developed cross-trainings with the CILs. The trainings allow VR and CIL staff to share information and coordinate services for mutual consumers. Sixteen trainings were held from September 2009 through September 2010 with 425 attendees. Feedback was positive with a majority of respondents reporting that the trainings provided a thorough understanding of services and offered methods for VR and the CILs to collaborate.

TRANSITION SERVICES

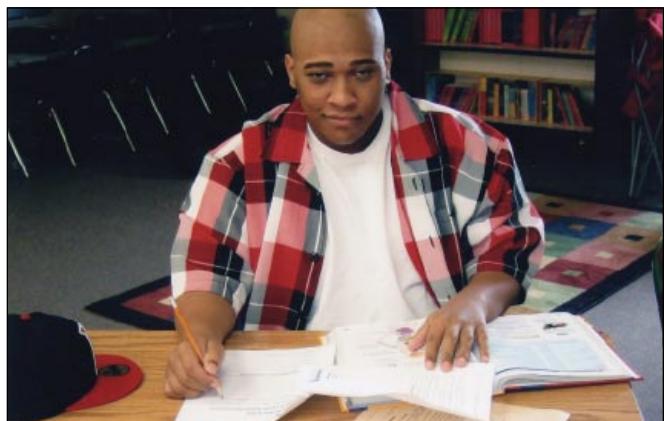
VR Transition Services assist students with disabilities in the secondary school setting to successfully prepare them for moving into postsecondary education, integrated employment (which includes supported employment) or vocational training. VR continues to work closely with the Office of Special Education in coordinating, planning and providing transition services.

In striving to improve and expand the quality of transition services for students with significant disabilities, VR provides support and technical assistance to local school districts.

In addition, the Transition Team, composed of VR staff and personnel from other state and community agencies, provides support and technical assistance regarding transition-related activities and services for students with disabilities.

FY10 Transition Services Facts

- ▶ 804 eligible transition students reached successful employment outcomes.
- ▶ 68 percent of all eligible transition students who received VR services and exited the program achieved successful employment outcomes.
- ▶ 6,566 students worked with VR counselors prior to graduation.
- ▶ 344 school districts in the state operated Cooperative Work Experience Programs.



Anthony Williams, a junior in high school, will apply for VR Transition Services in January 2011 to receive assistance with career exploration and goal setting.

INTEGRATED COMMUNITY REHABILITATION PROGRAMS

VR strives to enhance community rehabilitation services throughout Missouri. VR and Community Rehabilitation Programs (CRPs) collaboratively work with an outcome-based service model that emphasizes quality employment outcomes.

CRPs are nonprofit organizations accredited by the Commission on Accreditation of Rehabilitation Facilities. They provide people with vocational planning, job development and placement services, skills training, specialized employment services, and supported employment.

While VR funded a multitude of services for more than 6,700 consumers in CRPs during 2010, it does not own or operate any of the programs. VR appointed a team composed of managers, supervisors, counselors and CRP staff to meet several times per year to improve community-based employment services for individuals with disabilities. The team developed a new model of employment services, which took effect Oct. 1, 2010. This program promotes collaboration among the consumer, VR counselor and CRP. Milestones of the model target the development of employment plans and successful employment outcomes. The model includes new incentives for the CRPs based on whether consumers are placed in full-time positions, have wages at or above 55 percent of state average wages and receive health care benefits. Additional incentives target underserved populations and disability groups.

SUPPORTED EMPLOYMENT SERVICES

VR provides Supported Employment (SE) services to a diverse population of consumers as indicated by Figures 3-5 (pages 16-17). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY10, 74 percent of consumers who received SE services and exited the program were successfully employed.

In FY10, VR worked with 84 Supported Employment Service Providers (SESPs) serving all counties in Missouri. This expanded coverage means more choices for consumers.

Other Supported Employment Statistics

VR places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 6 (page 17) shows the average costs of services, hourly wages and other statistics for supported employment.

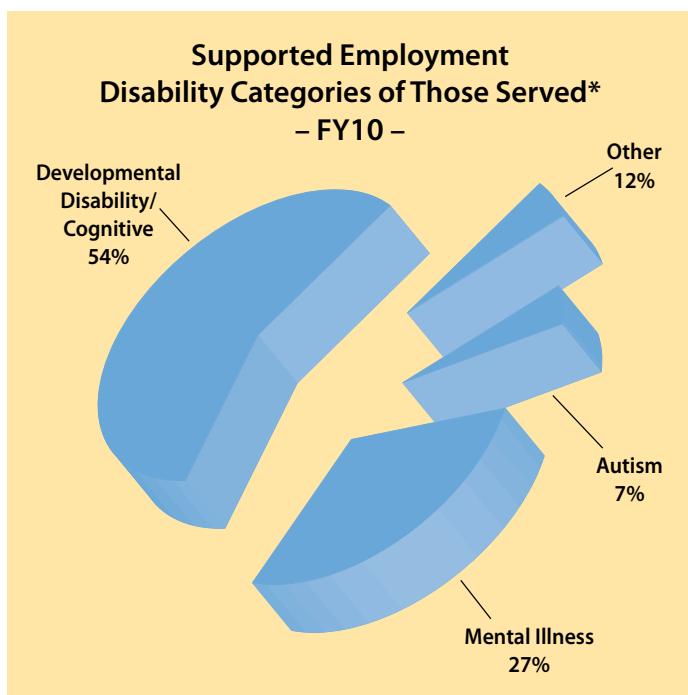


Figure 3

Supported Employment Ethnicity and Gender of Those Served* – FY10 –

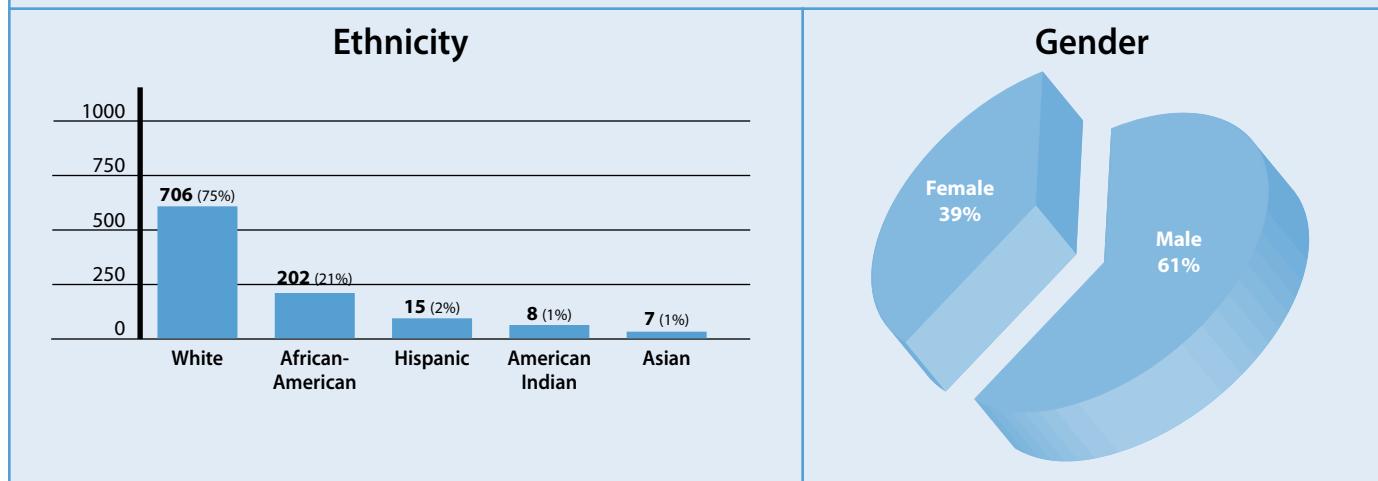


Figure 4

Figure 5

Other Supported Employment Statistics – FY10 –

Average cost of job coaching services per consumer	\$2,369*
Average cost of assessment services per consumer	\$1,348*
Average cost of job development services per consumer	\$1,254*
Average hourly wage per consumer	\$8.37
Average hours per week worked per consumer	23
Success rate	74%*
Successful closures	695
Unsuccessful closures after services rendered	243

Figure 6

*Numbers are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.

ASSISTIVE TECHNOLOGY

In FY10, VR provided a variety of assistive technology services, devices and equipment to 650 individuals who received services and exited the program for a total cost of \$2,496,381.

VR purchases assistive devices to help consumers with increasing, maintaining or improving functional capabilities. These devices may be purchased commercially or modified/customized by a technology specialist. The devices could be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of devices include prosthetic and orthotic equipment, hearing aids, wheelchairs, and other powered mobility equipment. Assistive technology services include evaluation, design, customization, adaptation, maintenance, repair, therapy and technical training.

VR has appointed an assistive technology team to help consumers meet their needs. Some of the issues the team will focus on include best case practices; ongoing training; vehicle modification guidelines; and mobility, augmentative and computer assistive technology assessments. Also, a VR staff member is a representative on the Missouri Assistive Technology (MoAT) Advisory Council.

In April, MoAT sponsored the statewide Power Up 2010 Conference and Expo that was open to service providers, consumers, independent living specialists, VR staff and other professionals in the rehabilitation field. Eighteen of VR's professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.

UNDERSERVED POPULATIONS & WORKPLACE DIVERSITY

Improving services for underserved populations and workplace diversity are two significant priorities for VR and the SRC. Figure 7 (page 19) reflects the closure percentages by ethnicity for FY09 and FY10. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful. VR remains committed to improving services, increasing employment outcomes and reducing the number of consumers from underserved populations who drop out prior to receiving services.

Cultural Diversity and Underserved Populations

During FY10, VR provided joint training sessions with CRPs on a variety of cultural diversity topics such as workplace diversity and serving and communicating with diverse clientele.

VR conducted a comprehensive statewide needs assessment that identified individuals with ASD, individuals with TBI, and individuals from the Hispanic and African-American communities as being underserved. VR utilizes the following strategies to address these areas of need:

- VR uses an in-service training grant from the Rehabilitation Services Administration that is earmarked for staff development and outreach activities to better serve people from Hispanic and underserved communities. One of the first activities under the grant was to hire hourly, bilingual rehabilitation technicians to work with both VR and CRP staff. The technicians are located in the Jefferson City and Kansas City Downtown VR district offices.



Cultural Diversity Team members met at Central Office in Jefferson City to work on improving services to underserved and minority populations. Seated in the foreground is Scott Mantooth, regional manager. Around the table starting from his left are Maureen Alexander, regional manager; DeeAnn Fuller, assistant district supervisor; Lynette Dziadosz, counselor; and Teresa King, district supervisor. Seated to Mantooth's right are Richard Presberry, diversity consultant; Christopher Bibbs, counselor II; Nancy Strothmann, counselor II; and Tonya Fambro, assistant director.

- VR employs a part-time diversity consultant to assist with improving services to other underserved areas, developing training programs and establishing outreach strategies for consumers from diverse cultures.
- VR counselors in southeast Missouri work with leaders of underserved communities to encourage more referrals to VR services.
- The Cultural Diversity Team (composed of CRP staff, the diversity consultant and other VR district office staff) meets throughout the year to develop strategies for serving individuals from diverse cultures.
- The Transition and Cultural Diversity teams are working on a pilot project with school districts to address the dropout rates of students with disabilities from minority backgrounds.

Status	Closure Percentages by Ethnicity*					
	White		African-American		Other	
Successful employment outcomes	81%	79%	16%	18%	3%	3%
Closed unsuccessfully after services	76%	72%	21%	24%	3%	4%
Closed after eligibility before services	74%	72%	22%	25%	4%	3%
	FY09	FY10	FY09	FY10	FY09	FY10

*Percentages reflect the total number of consumers in each status.

Figure 7

- VR appointed an assistant director of special projects who is working with CRPs on strategies to better serve individuals with ASD and their employment needs. The assistant director also works to improve services for other specialized populations such as individuals with TBI.
- During FY10, VR used Innovation and Expansion funds to support an ASD conference and training.

Diversity in the Workplace

VR continues to work hard to recruit, hire and maintain a diverse workforce. Figure 8 shows the specific categories of VR employees as of Sept. 30, 2010.

VR recruits individuals with culturally diverse backgrounds. All job openings are listed with VR's and Missouri Career Source's websites and are sent to the CILs. Vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All VR counselor vacancy notices are now sent to historically black colleges and universities, such as Lincoln University in Jefferson City; Southern University in Baton Rouge, La.; Fort Valley State College in Fort Valley, Ga.; and Jackson State University in Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. VR continues to participate in recruitment activities, career fairs and various community programs.



Raul Guerrero, lead trainer for Jewish Vocational Services, conducted an August diversity training in Kansas City for VR staff and providers.

VR also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by VR. At the time of this report, approximately 18 percent of the counselor positions were held by individuals with disabilities.

In addition to VR's recruitment efforts, all staff participate in cultural diversity training that is provided during new employee orientation and also is held throughout the year with the CRPs/SESPs. This past year, joint trainings were held in Joplin, Kansas City and St. Charles. This ongoing training has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations. Diversity training continues to be an integral part of VR's professional-development activities.

FY10 Employee Diversity

Employees with Disabilities

Counselors	18%
District and assistant supervisors	22%
Administrators	19%
Total professional staff	18%
Support staff	10%

Minority Employees

Counselors	14%
African-American	9%
Other	5%
District and assistant supervisors	15%
Administrators	6%
African-American	6%
Total professional staff	13%
Support staff	16%
African-American	13%
Other	2%

Figure 8

SUCCESS STORIES

ZEB HABIB

BY LISA SONE, SUPERVISOR, JEFFERSON CITY VR CENTRAL OFFICE

Driven, ambitious, enthusiastic—these are all words that describe Zeb Habib.

Born in Pakistan, Habib came to the United States as a teenager in 1989 to be with family in the St. Louis area. She became a U.S. citizen and started working in various occupations.

After a 2006 car accident, Habib suffered neck and back injuries that limited her ability to work. Divorced, she was left to raise her son as a single mother and was forced to rely on state assistance. She first heard about the VR program while applying for aid at the Family Support Division.

Habib sought help from the St. Louis West VR office. Cody Thomas was the counselor who explored career options with her. Before leaving Pakistan, Habib had already completed college, receiving a bachelor's degree in biology and law. (In Pakistan, students finish secondary education in the 10th grade and start college in the 11th.)

Habib desired a job where she could help others while making a better life for her son and herself. She decided that what she wanted was to provide legal services to immigrants. Habib needed to pass a state bar exam to practice law in her adopted country, but before that she would have to earn a master's of law degree. She chose the law program at Washington University in St. Louis.

Habib and Thomas began working on a plan to help finance the coursework. VR assisted with tuition, but Habib took out loans to cover the majority of the cost. VR was able to pay for her books, her bus passes to class and a laptop that was required by the law program.

Thomas described her former client as an "intensely motivated" individual who sees the VR program



Zeb Habib received her master's of law degree from Washington University in St. Louis with assistance from VR.

as a symbol of her adopted nation's progressive approach to helping its residents.

"She is an individual who is pursuing her own dreams, who also hopes to contribute to the welfare of others using what she sees as a remarkable opportunity in a remarkable nation," Thomas said.

The law program was designed to be completed in a year and a half, but Habib finished in one year and graduated in August 2009. She said that without the support of her counselor and the VR program, "I could not have done it."

After graduating, she began volunteering at Legal Services of Eastern Missouri, a nonprofit organization that provides affordable legal help to low-income families and immigrants. She hopes to work there once she receives her law license.

Habib continually looks to the future, keeping an upbeat attitude and never seeing a closed door. After navigating the countless rules and regulations that foreign-educated lawyers face, she remains happy with her career choice. Success, for her, "is not defined by achievement only, but how hard you try to overcome obstacles."

GERALD PICKETT

BY LISA SONE, SUPERVISOR, JEFFERSON CITY VR CENTRAL OFFICE

"VR helped me into the position where I am today."

Gerald Pickett is a successful business owner who turned his life around with help from VR. Raised in St. Louis County, Pickett was in a gang for several years as a youth. He later spent seven and a half years in prison.

Determined never to look back, Pickett focused on what he wanted to do after his release. His younger brother suggested bartering. Pickett wasn't sold on the idea, but his brother's enthusiasm was contagious and he started cutting inmates' hair.

Pickett has sickle cell anemia, which blocks blood flow to limbs and organs and causes pain, infection and organ damage. The disease can interfere with daily living and a person's ability to work. Pickett's sickle cell anemia has caused seizures and a mild stroke that resulted in left eye weakness. He also suffers from fatigue and other physical problems.

Pickett learned about St. Charles Barber College in the halfway house he lived in after leaving prison. The school gave him information about VR, and Pickett contacted the agency for help. Christopher Bibbs, counselor II in the St. Louis North VR office, began working with him on an employment plan. Bibbs found Pickett a pleasure to collaborate with.

"Gerald overcame many obstacles in his life and was determined to set a good example for others who are trying to overcome adversity," Bibbs said.

After exploring all of his options with Bibbs, Pickett chose the Missouri School of Barbering and Hairstyling in Florissant. Margie Siems, the school's director, made arrangements with him when he missed time due to his sickle cell anemia. The school was supportive, and Pickett worked diligently to prove his commitment to his education.

"He studied hard and did very well on his tests," Siems said.



Gerald Pickett received help from VR to attend barber school. He later opened the Kingz and Queenz Barber and Beauty Shop, located in St. Louis at 12430 Lusher Road. (Above) Christopher Bibbs, Pickett's VR counselor, receives a haircut from his former client.

VR paid for Pickett's entire education including styling tools, license testing fees and gas money.

"VR helped me out so much," he said. "I'll never forget Chris Bibbs and the staff of VR."

Determined not to let sickle cell anemia stand in his way, Pickett graduated in spring 2009 and obtained his bartering license that fall. He went to work at Headliners Barber and Beauty Shop in St. Louis. His bartering school clientele followed him there and stayed with him when he moved on to a different shop – a shop of his very own.

Driven by ambition, Pickett worked hard to start his own business. The Kingz & Queenz Barber and Beauty Shop opened March 2010 in St. Louis. He said his shop creates an atmosphere where customers feel like "kings and queens."

Pickett is an excellent example of how a person can change. With a wife and three children as his support system, he is never tempted to return to his old life.

"You don't have to be a product of an environment," Pickett said. "You can make your own environment."

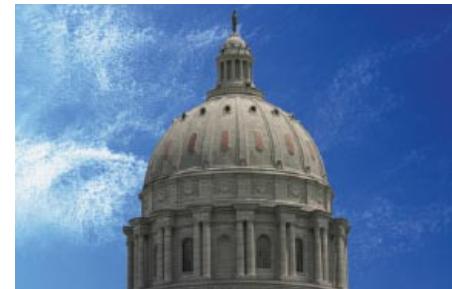
Because of his positive experience with VR, he recommends the program to others. VR opened the door to education, enabling Pickett to support himself and his family.



Liberty Memorial: Kansas City



Walt Disney's Boyhood Home: Marceline



Missouri State Capitol: Jefferson City

Photograph courtesy of the Missouri Division of Tourism

appendices

Consumer Satisfaction Survey

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CONSUMER SATISFACTION

The SRC's Program Evaluation Committee continues to work with VR on surveying and monitoring consumer satisfaction. Survey results were positive during FY10. On behalf of the SRC, VR surveyed 3,420 consumers with approved written plans for employment with a response rate of 34 percent. The results are listed on page 25. Separate survey results for consumers who received services can be found on page 26. Thirty-three percent of the 2,103 surveyed consumers responded. Results also are available on page 27 for the 2,760 surveyed consumers who left the program before receiving services. Their response rate was 25 percent.

A sample of consumer comments taken from completed survey cards can be found below.

FY10 CONSUMER COMMENTS



I think that I was given a great opportunity to succeed. This means the world to me, and I would recommend this place to anyone.

My counselor was wonderful. She helped me get my résumé together, and I got the job I applied for.

Thanks to the staff at VR, I now have a job.
My life is on the right road.

I had better assistance than I had hoped possible.

Everyone had a very positive attitude, which helped a lot.

I am absolutely thrilled with all that has been done for me!

VR has been a great help to me,
and I am ready for new challenges.

I could not have asked for a better experience.



Survey Results for Consumers with an Approved Written Plan for Employment

(Specific group responses to survey cards distributed during FY10)

Total responses received	Treated me with respect		Helped understand disability		Information readily available		Supportive & acted in best interest		Experience was good		Satisfied with referral services*		
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	
Statewide total of responses (Percentage is the number divided by the total number of who agreed and disagreed)	1156	98%	2%	94%	6%	95%	5%	96%	4%	95%	5%	94%	6%
Persons with significant disabilities (Categories I and II)	1137	98%	2%	94%	6%	95%	5%	96%	4%	95%	5%	94%	6%
African-Americans	194	96%	4%	93%	7%	91%	9%	96%	4%	95%	5%	92%	8%
Males	610	98%	2%	94%	6%	95%	5%	96%	4%	95%	5%	93%	7%
Females	546	97%	3%	94%	6%	95%	5%	96%	4%	96%	4%	94%	6%
Supported employment consumers	126	96%	4%	94%	6%	95%	5%	95%	5%	95%	5%	96%	4%
Persons with mental retardation	149	99%	1%	93%	7%	97%	3%	97%	3%	96%	4%	96%	4%
Persons with mental illness	201	96%	4%	88%	12%	93%	7%	95%	5%	93%	7%	91%	9%
Persons with deafness/hard of hearing	154	99%	1%	96%	4%	97%	3%	97%	3%	95%	5%	94%	6%
Persons with traumatic brain injury	20	100%	0%	94%	6%	89%	11%	89%	11%	89%	11%	82%	18%
Persons with alcohol/drug dependency	15	100%	0%	100%	0%	93%	7%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities	70	95%	5%	90%	10%	93%	7%	92%	8%	92%	8%	93%	7%
Persons with orthopedic impairments	18	99%	1%	95%	5%	94%	6%	93%	7%	95%	5%	100%	0%

*Individuals who responded "NA" are not included in the percentages shown.

CONSUMER SATISFACTION » from 25

Survey Results for Consumers Who Received Services

(Specific group responses to survey cards distributed during FY10)

Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**		
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	
Statewide total of responses (Percentage is the number divided by the total number of who agreed and disagreed)	685	97%	3%	93%	7%	88%	12%	96%	4%	79%	21%	86%	14%	93%	7%	81%	19%
Persons with significant disabilities* (Categories I and II)	680	97%	3%	93%	7%	88%	12%	96%	4%	79%	21%	86%	14%	93%	7%	89%	11%
Successful employment outcomes	468	99%	1%	96%	4%	93%	7%	99%	1%	90%	10%	93%	7%	98%	2%	95%	5%
Unsuccessful closures after services	217	89%	11%	83%	17%	73%	27%	87%	13%	45%	55%	64%	36%	78%	22%	75%	25%
African-Americans*	121	92%	8%	89%	11%	86%	14%	90%	10%	78%	22%	82%	18%	90%	10%	87%	13%
Males*	352	98%	2%	93%	7%	88%	12%	97%	3%	81%	19%	88%	12%	93%	7%	87%	13%
Females*	333	95%	5%	93%	7%	89%	11%	95%	5%	77%	23%	84%	16%	93%	7%	91%	9%
Supported employment consumers*	96	99%	1%	97%	3%	91%	9%	99%	1%	92%	8%	95%	5%	95%	5%	91%	9%
Persons with mental retardation*	95	98%	2%	89%	11%	87%	13%	98%	2%	88%	12%	90%	10%	92%	8%	89%	11%
Persons with mental illness*	115	94%	6%	94%	6%	78%	22%	92%	8%	73%	27%	79%	21%	87%	13%	82%	18%
Persons with deafness/hard of hearing*	98	100%	0%	95%	5%	93%	7%	97%	3%	91%	9%	96%	4%	98%	2%	100%	0%
Persons with traumatic brain injury*	18	100%	0%	93%	7%	87%	13%	100%	0%	69%	31%	80%	20%	87%	13%	100%	0%
Persons with alcohol/drug dependency*	14	100%	0%	80%	20%	80%	20%	100%	0%	70%	30%	90%	10%	100%	0%	100%	0%
Persons with specific learning disabilities*	41	100%	0%	96%	4%	100%	0%	100%	0%	92%	8%	100%	0%	100%	0%	100%	0%
Persons with orthopedic impairments*	14	94%	6%	94%	6%	90%	10%	91%	9%	75%	25%	83%	17%	92%	8%	88%	12%

*Total responses from consumers who received VR services and exited the program either successfully or unsuccessfully.

**Individuals who responded "NA" are not included in the percentages shown.

Survey Results for Consumers Who Left the VR Program Before Services

(Specific group responses to survey cards distributed during FY10)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (Percentage is the number divided by the total number of who agreed and disagreed)	681	90%	10%	81%	19%	73%	27%	76%	24%	76%	24%	73%	27%
Persons with significant disabilities* (Categories I and II)	648	90%	10%	82%	18%	74%	26%	77%	23%	76%	24%	73%	27%
African-Americans*	181	91%	9%	82%	18%	75%	25%	78%	22%	75%	25%	77%	23%
Males*	387	90%	10%	82%	18%	75%	25%	77%	23%	76%	24%	73%	27%
Females*	294	89%	11%	79%	21%	70%	30%	75%	25%	75%	25%	73%	27%
Persons with mental retardation*	112	97%	3%	89%	11%	86%	14%	86%	14%	79%	21%	82%	18%
Persons with mental illness*	184	84%	16%	78%	22%	67%	33%	68%	32%	71%	29%	68%	32%
Persons with deafness/hard of hearing*	15	80%	20%	80%	20%	60%	40%	67%	33%	60%	40%	50%	50%
Persons with traumatic brain injury*	19	73%	27%	75%	25%	60%	40%	67%	33%	67%	33%	65%	35%
Persons with alcohol/drug dependency*	24	80%	20%	40%	60%	40%	60%	60%	40%	60%	40%	67%	33%
Persons with specific learning disabilities*	40	93%	7%	80%	20%	73%	27%	86%	14%	86%	14%	89%	11%
Persons with orthopedic impairments*	10	93%	7%	79%	21%	75%	25%	72%	28%	81%	19%	71%	29%

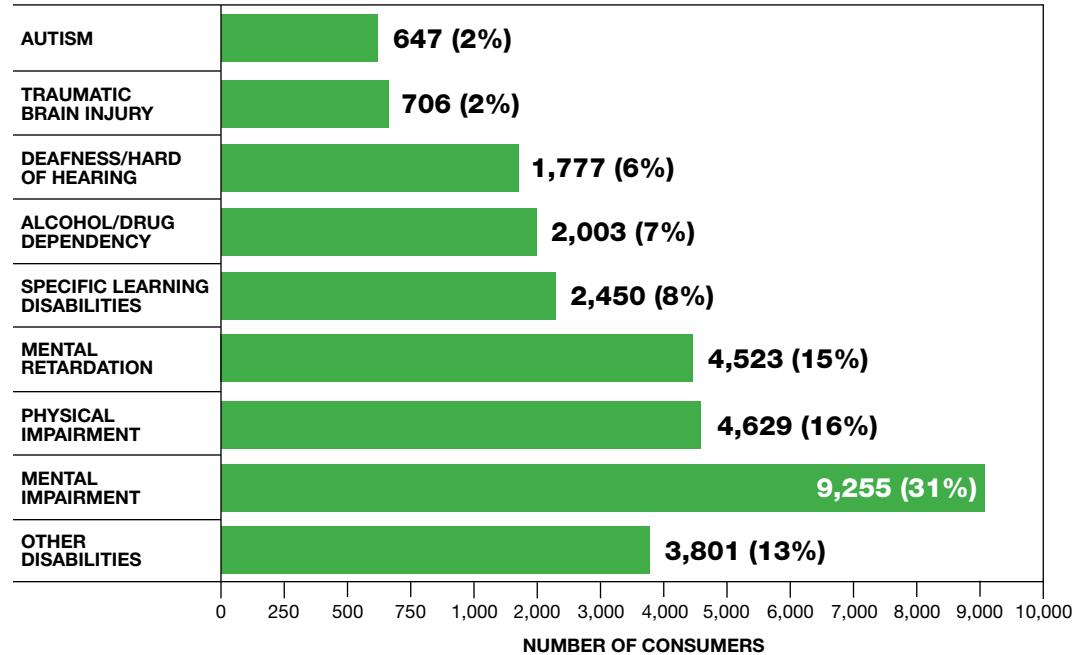
*Total responses of eligible consumers who left the program before receiving services.

**Individuals who responded "NA" are not included in the percentages shown.

Disability Categories OF THE 29,791 ELIGIBLE CONSUMERS

Fiscal Year 2010

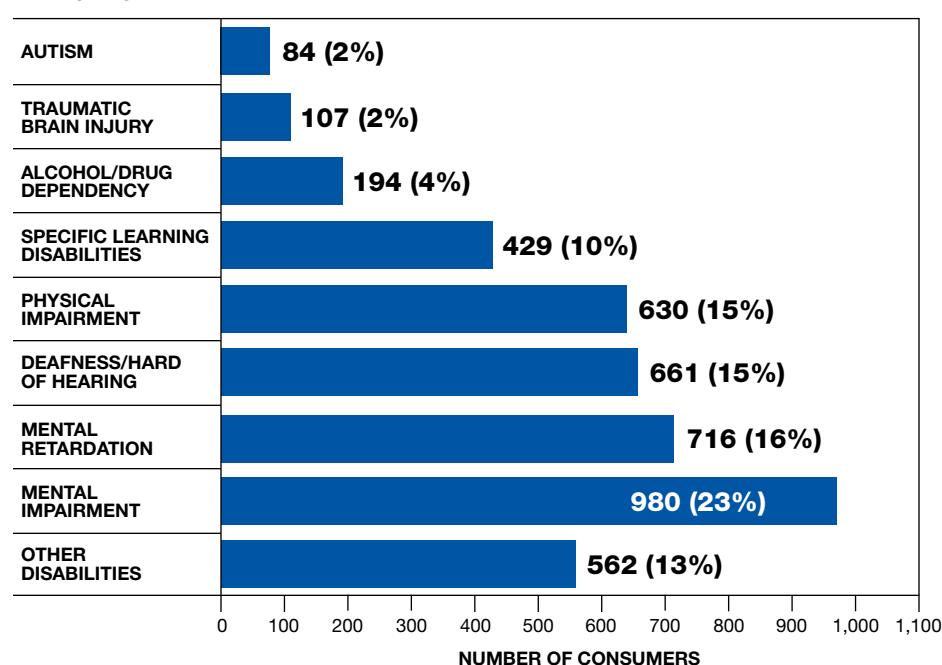
TYPE OF DISABILITY



Disability Categories OF THE 4,363 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2010

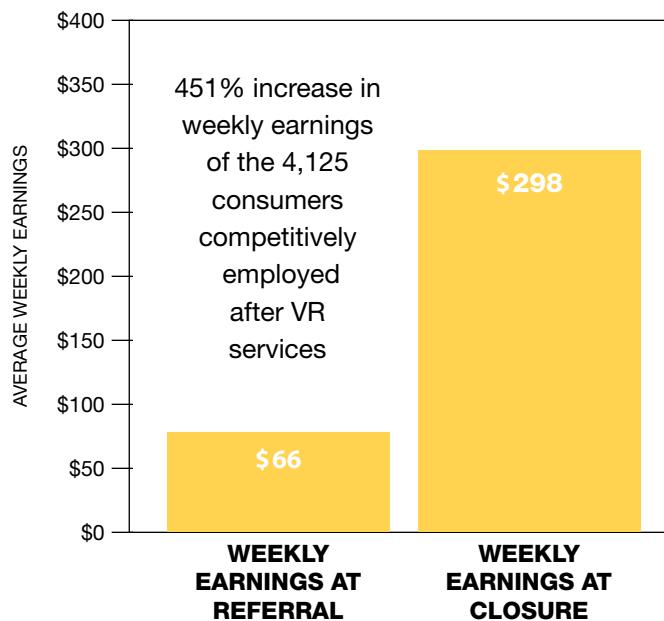
TYPE OF DISABILITY



Impact of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2010



With an increase in average weekly earnings of \$232 for the 4,125 competitively employed consumers, the total annual increase in income from referral to closure amounts to \$976,400.

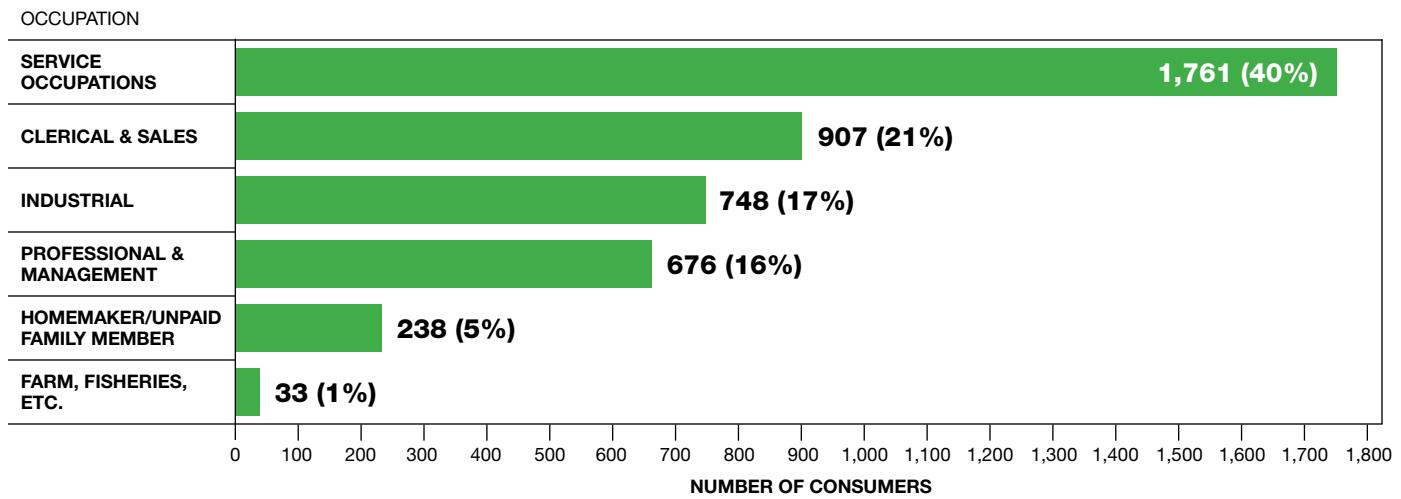
Characteristics OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2010

GENDER	Number	Percentage	AGE	Number	Percentage
Male	2,432	56%	Less than 20 years	501	11%
Female	1,931	44%	20 through 34	1,558	36%
Total	4,363	100%	35 through 44	771	18%
			45 through 64	1,297	30%
			65 and over	236	5%
ETHNICITY			Total	4,363	100%
White	3,458	79%			
African-American	765	18%			
Hispanic	65	1%			
American Indian	46	1%			
Asian	23	<1%			
Pacific Islander	6	<1%			
Total	4,363	100%			

Occupations OF THE 4,363 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2010



Standards AND PERFORMANCE INDICATORS REPORT

Fiscal Year 2010

INDICATORS	Federal Standards	Missouri VR Results
1.1 Change in Employment Outcomes	≥ Previous year	460
1.2 Percentage of Employment Outcomes	55.8%	62%
1.3 Competitive Employment Outcomes	72.6%	94.5%
1.4 Competitive Employment Outcomes with a Significant Disability	62.4%	99.1%
1.5 Ratio of Exit Wage to State Average Pay	.52	.53
1.6 Difference in the Exiter vs. Application Income as a Single Source of Support	53%	60.8%
2.1 Service Rate of Minority to Non-Minority Individuals with Disabilities	.80	.87

Expenditures

Fiscal Year 2010



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